

Division of Statewide Emergency Telecommunications

October 2015

DSET NEWS



NG 9-1-1



FirstNet



PSDN



CT Alert



Emergency Management

From the Director's Desk:*Welcome Autumn!*

I hope you all took advantage of some of the terrific weather we experienced this summer. And now we move into our most colorful time of year and enjoy some of the best New England has to offer.

Our organization continues to drive several projects and initiatives including partnering with the public safety community to add new services to the Public Safety Data Network, work on the regional funding formula and regulation revisions and of course, deployment of the new Next Generation 911 system. To date we have installed the new system at 22 PSAPs. As with any new system, change creates challenges but issues are being addressed and processes improved – much of it from the feedback and input we are receiving from you. To that end, we are planning a focus group to be held in October in which we will invite users of the new system to share experiences and help us identify where we can streamline processes and share best practices.

Thank you for your continued partnership and cooperation!

Bill Youell

Next Generation 911

DEPLOYMENT: DSET, with its partner AT&T began deployment of the new Next Generation 9-1-1 System. Twenty-two PSAPs have successfully transitioned to the new system; cutover scheduling for the remaining PSAPs is underway. This is an extremely complex deployment due to the number of PSAPs involved, site specific requirements, personnel engaged in the project and the hundreds of telecommunicators who need to be trained. We appreciate the ongoing support and cooperation of our public safety partners and all of our vendors.

TRAINING: DSET is committed to ensuring that all telecommunicators are well trained on the NG 911 system. Over 500 telecommunicators have already been trained. To ensure retention of material, training will occur approximately 10 days prior to the scheduled cutover. Training is presented by Nancy Carter Simon from AT&T, all classes are held at Science Park in New Haven and can be scheduled by contacting Peter Lucco at 860-685-8155.

Text to 911: Texting to 911 will be beta tested at two PSAPs; Valley Shore Emergency Communications and New Britain Public Safety estimated to begin early 2016. Upon successful implementation, DSET will announce the availability of text to 911. Public education and outreach in Connecticut will be consistent with efforts around the country. If a voice call to 911 is not an option, texting can provide an alternate way to get help. It also provides direct access to 9-1-1 for people who are deaf, hearing or speech impaired, who rely heavily on texting as their primary means of communication. Obtaining location information and the nature of the emergency at the beginning of the exchange is essential for ensuring a timely and appropriate response.

9-1-1
Call if you can,
text if you can't.

NG 9-1-1 Status by State



Source: NENA - National Emergency Number Association, Alexandria, VA

US Department of Transportation, 2014 National 911 Program Status Report

- In 2011, nine of 27 States had adopted a statewide NG911 plan.
- In 2013, 15 of 39 States had adopted a statewide NG911 plan.
- In 2011, three of 27 States had a statewide Concept of Operations for NG911. In 2013, 12 of 39 States had a statewide Concept of Operations for NG911.
- In 2013, 13 of 36 reporting States released a Request for Proposals for defining statewide NG911 components
- In 2013, 13 of 29 reporting States awarded a contract for the procuring NG911 components and/or defining NG911 functions
- In 2013, nine of 30 reporting States installed/deployed and tested NG911 parts, functions, components at the State level

Emergency Management



The Department of Emergency Management and Homeland Security continues to enhance hurricane preparedness planning and procedures. Upgrades have been made to the Emergency Operations Center including enhancements to the weather monitoring system and staff training. The Governor's Emergency Planning and Preparedness Exercise is scheduled for October 17th and 21st, it will focus on the statewide response to a severe weather event.

CT Alert Notifications

Additional PSAPs are transitioning over to the Mass Notification platform with a completion target date expected at the end of 2015. Since the beginning of 2015 there have been 99 broadcasts sent to 23,335 households. There were 62 alerts on the Mass Notification system reaching 176,194 households. Currently there are 115,861 opt-in registrants.

First Responder Network

Connecticut's implementation of FirstNet is being coordinated by the State's point of contact, Michael Varney, from The Department of Emergency Services and Public Protection and a Broad-band Working Group of the Statewide Interoperability Committee. In May an initial consultation meeting was held with the FirstNet consultation team, including more than 40 attendees including DESPP Deputy Commissioner William Shea. Connecticut's current and planned FirstNet activities were discussed.

Connecticut has been conducting data collection and outreach for a few months now, including encouraging participation in the data collection website that has been developed. Also discussed were the state's Nutmeg Network, which is a statewide fiber optic infrastructure that improves and expands access to high-speed networking across the state and how this could be a valuable resource as the state plan is developed for the deployment of the National Public Safety Broadband Network (NPSBN).

Connecticut continues to provide outreach sessions, to date over thirty sessions have been done and requests for information and presentations may be made at any time. If you would like to host a presentation for your regional / area group or have any questions please contact Michael Varney at michael.varney@ct.gov. For additional materials and information go to or <http://www.firstnet.gov/>

Geographic Information System Report

[Next Generation 9-1-1 ALI Geocoding Results](#) With the addition of address points, DSET is able to improve the geocoding match rate for the ALI database in the Next Generation 9-1-1 system. As of September 1st, the geocoding match rate has reached 99.04% of all ALI records geocoded.

[Mashantucket Added as a 9-1-1 Community](#) DSET, in conjunction with the Mashantucket Pequot Tribal Nation and Frontier, has begun updating the community name (i.e. "Town" name) for all data associated with the Mashantucket Pequot Tribal Nation within the 9-1-1 GIS datasets and the MSAG/9-1-1 database from Ledyard to Mashantucket. Once complete and the process has been analyzed, data associated with the Mohegan Tribal Nation will next be updated.

[2016 Statewide Orthoimagery Flight](#)

The Department of Emergency Services and Public Protection has memorandum with the Transportation, Policy and the Capitol Governments, state Councils signed a of understanding Department of the Office of Management and Region Council of on behalf of all of Governments, to procure a statewide high-resolution aerial orthoimagery dataset. The flight for the dataset is currently scheduled for spring 2016 and will cover all of Connecticut. The orthoimagery will be three inch resolution and consist of 4-bands, containing true color and near infrared. The project will be jointly funded and will be publicly available without license restrictions, and will support the various missions of State, Regional, and Municipal government.



Public Safety Data Network (PSDN)



DSET is in receipt of 87 requests to utilize the Public Safety Data Network. Of the 87 requests, 25 are in the pre-qualification stage of the connection process, 4 are in the network design stage and 9 requests are on hold. To date, 49 requests have been raised, reviewed and voted on by the PSDN Governance Board. Of the 49 requests, 25 are awaiting an install date or customer "site readiness," 7 requests are in the process of being installed and 17 requests are installed and operating on the PSDN. PSDN application forms can be found on our website at www.ct.gov/despp.

Public Safety Answering Point Update

The PSAP update meeting was held on September 22nd in Middletown, representatives from 16 PSAPs were in attendance. Thank you all for attending and for your valuable input. AT&T gave a brief presentation and overview of the NG 911 deployment, staff reports included the PSDN, CT Alert, FirstNet, PSAP consolidation efforts and text to 911. If you have a suggestion for a subject that you would like to discuss, or presentation that you would like to give, please let us know.

Acknowledgements

On behalf of the staff at DSET and the public safety community, we offer our gratitude and best wishes to Jeff Vannais on his well deserved retirement. Jeff began his career in telecommunications over 40 years ago. During his tenure he served on a number of national and local boards and commissions, including the E911 Commission, PSDN Governance Board, MECCA, NENA and APCO. His insight, experience and dedication have been invaluable. He will be greatly missed!

Reminders



The APCO-Atlantic Chapter Regional Fall Training Conference will be held October 25-28 in Burlington, Vermont. *Congratulations and well wishes to Maureen Will, Director of Newtown Emergency Communications Center, on her appointment as the Atlantic Chapter President.*

The National Emergency Number Association (NENA) Technical Development Conference will be held October 4-7 in Austin, Texas.



"Obstacles are those frightful things you see when you take your eyes off your goal."
Henry Ford

Send Questions or Comments to:
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